

"Through Email"

TAMIL NADU GENERATION AND DISTRIBUTION CORPORATION LTD

From
Er.S.Stephen Arockiaraj, B.E
Chief Engineer/IT,
N.P.K.R.R Maaligai, 10th Floor,
Chennai – 600 002

To
All Chief Engineers
All Superintending Engineers/EDC

Lr. No. CE/IT / SE/IT-1 / EE/IMS / AEE / IMS / D.924 /19, dt 6.08.2019

Sir,

Sub: TANGEDCO-Implementation of Ticket Management System
(Helpdesk)-Reg.

Ref: Lr. No. CE/IT / SE/IT-1 / EE/IMS / AEE / IMS / D.623 /19, dt
23.05.2019

Ticket Management System has been developed for effective handling of issue related to software application and to provide better support to the end users. The link for accessing the new Ticket Management System (Helpdesk) is (<http://192.168.150.89/helpdesk>).

With the help of the new Ticket Management system, complaint/query/clarification can be sought through single windows system for all the applications. Each ticket can be tracked till the closure. The report of issues can be viewed by the respective department head for improvement purpose.

In addition to the list of softwares communicated vide reference cited above, Head quarters hardware complaints, HT application issues and Open access software issues can also be raised in the portal. The list of softwares included in the helpdesk portal is enclosed as annexure. The respective software username can be used for the Ticket Management System (Helpdesk).

Hence, it is requested to communicate to all the officers concerned to utilize the package beneficially and all the issues will be attended through Ticket Management System only.


CHIEF ENGINEER
INFORMATION TECHNOLOGY

Copy submitted to: Director/Distribution

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Annexure

List of Applications:

- VPN
- SS Monitoring - 192.168.150.66:8080/cc
- IMS - 192.168.150.73/wo
- IMS - 192.168.150.86/wo
- GCC IMS-192.168.150.74/wot
- Payroll - 192.168.150.52:8084/TNEBPAYROLL
- Financial Accounting - 192.168.150.75/openbd
- Pension - 192.168.150.31:8080/pens
- Datacell - 192.168.160.75/openbd/mcell
- Funds - 192.168.150.53:8181/openbd/fund
- Central Payment - 192.168.150.53:8181/openbd/cp
- Tranpc - 192.168.150.53:8181/openbd/tranpc
- Agrihut - 192.168.150.53:8181/openbd/
- CPS - 192.168.50.153:8181/openbd/cps
- Mtally - 192.168.150.54/openbd/mttally
- Resource - 192.168.150.54/openbd/resource
- Tranres - 192.168.150.54/openbd/tranres
- Outages - 192.168.150.54/openbd/mcellout
- Pension_cbs - 192.168.150.54/openbd/pens/cbs.cfm
- Energy Accounting - 192.168.150.66:8080/cc
- R & D Lab Test - 192.168.150.66:8080/cc
- HQ Procurement
- Legal cases Monitoring System
- TAN DELTA Test - 192.168.150.66:8080/cc
- Work Load - 192.168.150.66:8080/cc
- **NIC e-procurement Demo Portal**
- **NIC e-procurement Tamilnadu Live Portal**
- **NIC e-Auction Demo**
- **NIC e-Auction Live**
- **HT Billing - 192.168.160.132:8080/htbill**
- **Open Access Adjustment and Accounting Software
192.168.150.35/tneb-oa**
- **Head Quarters Hardware Complaints**